



Reopen Plan



OUR PROMISE

As the news of the Novel Coronavirus pandemic (COVID-19) continues, we want to assure you that we are proactively taking the necessary steps to help you feel confident about your future events at the **Phoenix Convention Center & Venues**.

We've built a **reputation of excellence** in customer service by setting our own very high standards.

Our dedicated team is making every effort to prepare for reopening because the health and safety of our guests, community, partners and employees is of the utmost importance. Regardless of the uncertainty of the situation, we want you to know we're going to apply **practical solutions** and provide **personalized care**.



OUR APPROACH

We're communicating frequently with industry experts, healthcare professionals, representatives of the Centers for Disease Control and Prevention (CDC), and others, to stay apprised of any changes in the situation and its continued impact to our industry.

Upon reopening, we will continue to monitor the latest information and follow the guidance of the CDC, the Arizona Department of Health Services (ADHS), and other local, state and federal public health agencies, utilizing **five strategies** applied to each area of our operations.

Additionally, we are closely monitoring the *Pausing Of Arizona's Reopening — Slowing The Spread Of COVID-19* (Executive Order 2020-43) guidance issued by the Arizona Governor's Office.

The Phoenix Convention Center & Venues reserves the right, at its discretion, to change, modify, add, or remove portions of the strategies and approach at any time. This reopen plan also does not include all considerations or alternatives.



STRATEGY 1

Engage in a process of constant cleaning and disinfecting.



STRATEGY 2

Remove touch points wherever possible.



STRATEGY 3

Encourage personal preventive measures.



STRATEGY 4

Follow recommendations for physical distancing.



STRATEGY 5

Focus efforts on client communication and staff training.

A Reputation
of Excellence.





STRATEGY 1

Engage in a process of constant cleaning and disinfecting.

We're pleased to share that our convention facilities went through the multistep process to become a **GBAC Star™ Accredited Facility** with the Global Biorisk Advisory Council (GBAC). GBAC is currently the industry's only outbreak prevention, response and recovery accreditation offered by the International Sanitary Supply Association (ISSA) – the world's leading trade association for the cleaning industry.

We achieved this accreditation after demonstrating compliance with the program's **twenty elements** and ways we will implement them into our daily practices.

We will apply these elements to each step in the event process from site visits to post-cons and settlement meetings, including the guest and delegate experience.

The following twenty elements of the GBAC™ Accreditation process have specific performance and guidance criteria:

- Organizational roles, responsibilities, and authorities
- Facility commitment statement
- Sustainability and continuous improvement
- Conformity and compliance
- Goals, objectives and targets
- Program controls and monitoring
- Risk assessment and risk mitigation strategies
- Standard Operating Procedures (SOP)
- Tools and equipment
- Cleaning and disinfection chemicals
- Inventory control and management
- Personal Protective Equipment (PPE)
- Waste management
- Personnel training and competency
- Emergency preparedness and response
- Facility infection disease prevention practices
- Worker health problem
- Audits and inspections
- Control of suppliers
- Documentation management

Practical Solutions.



STRATEGY 2

Remove touchpoints wherever possible.



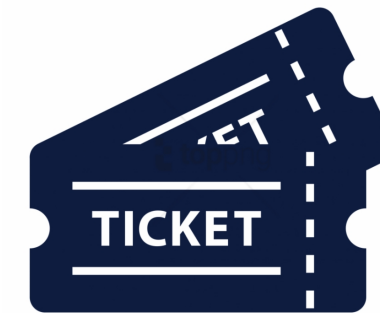
From entrance to exit, and doors in-between, we're providing solutions to help you navigate throughout our facilities **without a touch**.

Wherever possible, we've modified doors to stand open on their own and will have dedicated entrance only and exit only doors, to help guests have a seamless experience while also promoting physical distancing.



We have implemented the use of a fully automated **parking access system** in each of our five public parking facilities. The system eliminates on-site person-to-person interactions and prevents unnecessary contact points.

Traffic lanes will be equipped with automated terminals, on-site pay station machines for cash payments and the ability to process credit card payments at entry or exit. Additionally, we'll have the capability to process QR and Bar Code credentials at entry and exit lanes.



Our Ticket Office is currently equipped for physical distancing with the use of **technology** and the physical glass ticket windows.

Event tickets are available for purchase through our online ticket platform and over the phone.

Personalized Care.



STRATEGY 3

Encourage personal preventive measures.

To help combat the spread of COVID-19 and other infectious diseases, **all guests and employees will be required to wear a face covering** that covers the mouth and nose, at all times while in any of our facilities.

Guests

As guests navigate throughout our facilities, they will see frequent reminders to wash their hands and take protective measures. Hand sanitizer stations will also be liberally dispersed throughout our facilities.

We will also have the ability for guests to check their temperature, and those in need of medical assistance will be provided information on local resources (e.g., urgent care, hospitals, etc.).

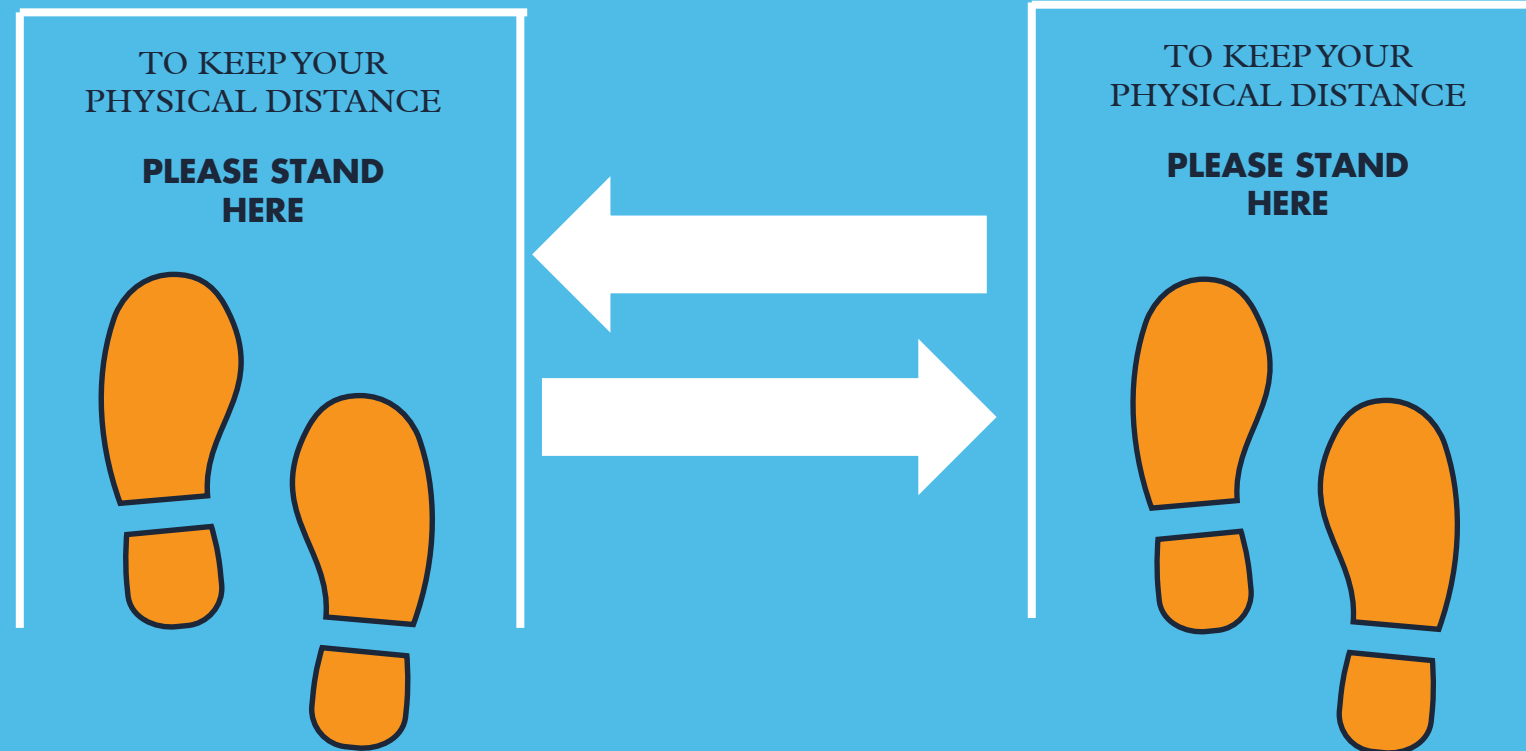
Employees

Our employees, and employees of our service providers, will be required to practice responsible personal protective measures. In addition to required face coverings, employees will be required to wear gloves while providing some services to guests and to wash their hands frequently.



STRATEGY 4

Follow recommendations for physical distancing.



We will follow the CDC's recommendations for **COVID-19 response** that is also consistent with other local, state and federal public health agencies.

Physical distancing will be reflected in meeting room capacities and floor plans, in exhibit space floor plans, food service seating areas, pre-function spaces and so much more.

Here are a few **physical distancing practices** you can expect during your next visit:

- Signage that promotes 6 feet of physical distancing in queue lines
- Elevators reserved for individuals with disabilities
- Elevators with a maximum occupancy of 3 individuals
- Signage that promotes the use of every 3rd step when behind others on the escalators
- One-way traffic in exhibition halls

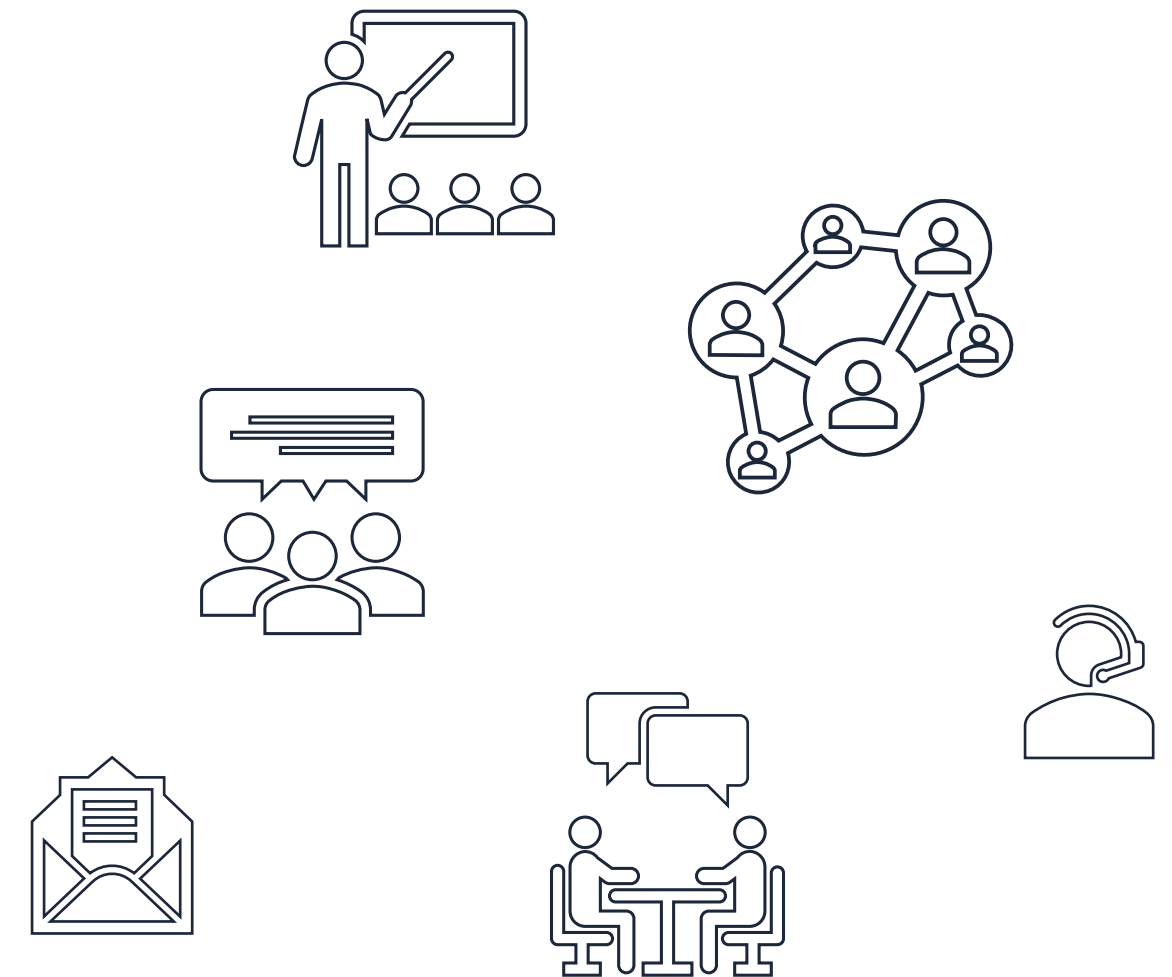
STRATEGY 5

Focus efforts on client communication and staff training.

Our goal is to provide an environment that understands the safety requirements, protocols and expectations of what each of us can do to stay safe and prevent the spread of COVID-19 and other infectious diseases.

Communication is crucial during times of uncertainty and our team is prepared to partner with meeting planners and event organizers/promoters to produce relevant messaging, about what to expect in our facilities, for their targeted audience. While in our facilities, guests will receive frequent video and electronic reminders to practice personal preventative measures as previously outlined.

Our dedicated employees, and employees of our service partners, will continue to receive training and **constant reminders** to practice personal preventative measures as well. Additionally, employees will receive training and constant reminders on our disinfecting protocols.



RIGHT PEOPLE, RIGHT TIME

While we execute the five strategies of our reopen plan, it's important to share that one of key factors in the success of events in our facilities is the support guests receive from our dedicated service partners.

Our exclusive caterer, **Aventura Catering**, takes great pride in handling every detail of your food service needs, providing the utmost in quality, flavor, presentation and variety. Aventura has incorporated the five strategies in their food and beverage service. Here are a few changes you can expect during your next visit:



a v e n t u r a
A PREMIER CATERING COMPANY

Banquet Service

- Temporary suspension of plated meal service
- For buffet style service - hot food will be served by attendants behind sneeze guards and cold food will be pre-packaged and displayed
- Sealed glass bottled water and other pre-packaged beverages will be served
- Condiments and individual salt and pepper packets will be provided upon request
- Linen napkins will be replaced with linen-like disposable napkins
- Single use cutlery kits or flatware in paper sleeves will be provided
- Seating tables will be reconfigured to provide for adequate physical distancing

Concessions

- Queueing lines will be managed with stanchions, signage and floor markers to facilitate social distancing
- Point-of-Sale locations will be reconfigured to include sneeze guards and cashless options
- All food will be served in containers with hinged lids or covers
- Condiments and individual salt and pepper packets will be provided upon request
- Seating areas will be reconfigured to provide for adequate physical distancing

Beverage / Bar Service

- Temporary suspension of fountain machines to avoid cross contamination, instead bottled beverages will be available
- Wine glasses will be switched out between pours
- Elimination of all cocktail fruit at bar locations
- Cans will not be opened by bartenders

Safety & Sanitation

- Additional health policy standards and procedures for all catering staff including handwashing and wearing of protective equipment such as masks and gloves
- Enhanced education and training initiatives to ensure proper food safety and handling
- Enhanced cleaning and sanitizing protocols for all equipment and food service areas including kitchens, pantries and concessions
- Increased frequency for cleaning and disinfecting of high touch point areas

OUR COMMITMENT TO EXCELLENCE

Our goal is to provide you with the best service, and we're committed to **exceeding your expectations**.

We work together with our downtown partners to provide our guests seamless service and we're working harder than ever to ensure our facilities are safe, secure and exceptionally clean.

Additionally, let us help you stay connected. We know that WIFI is an asset to your business, regardless of your field or industry, and it's **complimentary** throughout the public areas of our campus.

In this rapidly changing environment, we will continue to evaluate all actions to ensure we are making the right decisions for our community, guests, partners and employees.

We look forward to hosting you soon.



"Welcome to our facility!
Ask me about our new protocols to providing a safe and clean environment."



"I can assist with recommendations on all the great amenities Downtown Phoenix has to offer!"



"Our service partners stand ready to deliver the high-quality services you've come to know and expect."



FAMILY OF VENUES

Phoenix Convention Center
Orpheum Theatre - Phoenix
Symphony Hall - Phoenix
Parking Venues

100 North Third Street • Phoenix, Arizona 85004
602.262.6225 • TTY 602.495.5045

PhoenixConventionCenter.com